

Overview

In order to better manage their agency, Agency Managers may add staff to their Agency to assist with consumer support, application entry and other administrative functions. In the Agency Portal, this new support staff role is referred to as Approved Admin Staff.

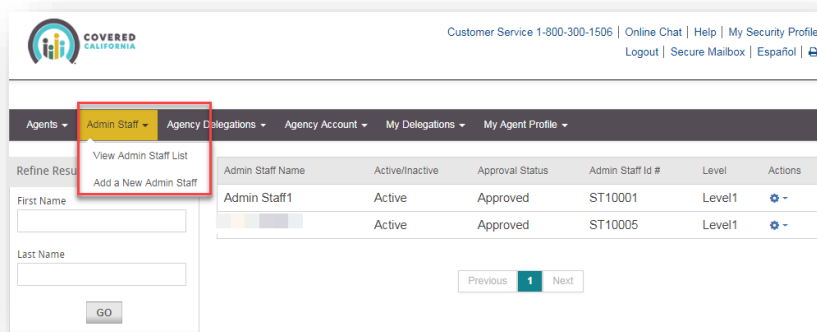
Onboarding

Prior to beginning their work for the agency, the Admin Staff must meet specific criteria. Admin staff must:

- Complete their required training and pass a background check – *Agency is responsible for fees associated with background check process*
 - After initially onboarding your Admin Staff, the Admin Staff will receive two emails within 24-48 hours
 - Email 1: Notification with access information for training in the Learning Management System (LMS)
 - Email 2: Notification with access to the Live Scan (fingerprint) and Criminal Record Disclosure forms required for background check

Once the Admin Staff completes these requirements and Covered California updates their status to Approved, the Approved Admin Staff will need to create a new account within CalHEERS, which will associate them to their Agency. The Agency Manager will assist the Admin Staff in creating this account.

The account creation process requires the **delegation code**, the **full legal business name** of the Agency and the **individual email address** (entered during onboarding by the Agency Manager) for the Approved Staff member. Review the [Add New Admin Staff Job Aid](#) for step-by-step instructions.



The screenshot shows the Covered California Agency Portal interface. At the top, there's a navigation bar with the Covered California logo and links for Customer Service, Online Chat, Help, My Security Profile, Logout, Secure Mailbox, and Español. Below this is a secondary navigation bar with tabs: Agents, Admin Staff (highlighted), Agency Delegations, Agency Account, My Delegations, and My Agent Profile. The main content area is titled 'View Admin Staff List' and 'Add a New Admin Staff' (highlighted with a red box). It features a table with columns: Admin Staff Name, Active/Inactive, Approval Status, Admin Staff Id #, Level, and Actions. Two rows are visible: 'Admin Staff1' (Active, Approved, ST10001, Level1) and another 'Admin Staff1' (Active, Approved, ST10005, Level1). There are also input fields for 'First Name' and 'Last Name' with a 'GO' button. At the bottom, there are 'Previous', '1', and 'Next' navigation buttons.

Approved Admin Staff Tasks

The Approved Admin Staff can assist the agency in multiple ways. The Admin Staff role has two permission levels. The Agency Manager determines the level during the creation of the profile. They do not have a public profile or carry a license, so they will not be assisting consumers with plan selection, terminations, or APTC adjustments.

Level 1 & 2 Tasks

- Accept pending delegations on behalf of an Agent
- View Agent List/Search for an Agent
- View Active Consumer List
- Start a new application in CalHEERS
- Make updates (Report a Change) to applications
- Complete an application (Submit) to determine consumer eligibility
- Upload eligibility documents for the consumer
- **Call the Agent Service Center for assistance**

Level 2 Tasks

- Add an Agent
- Transfer Consumer delegations **within** an Agency
- Update Agency location and hours
- Document Upload

Approved Admin Staff Dashboard Overview

Below is a screen shot of the headers in the Approved Admin Staff portal:

Agents ▼	Agency Delegations ▼	Agency Account ▼	My Profile ▼
View Agent List	Pending delegation requests	Agency Information	Admin Staff Information
Search an Agent	Active Consumers	Location and Hours	Approval Status
Add a New Agent	Transfer Consumers	Document Upload	Status
	Start A New Application	Agency Certification	

Below is a description of the functions under each tab:

Agents	Agency Delegations	Agency Account	My Profile
View Agent List: View all agents attached to Agency. Look up status and their site. (Level 1 & 2)	Pending Delegation Requests: View pending delegation requests by consumers to assist with their applications. (Level 1 & 2)	Agency Information: View basic information about agency address, legal name, etc. (Level 2 only)	Admin Staff Information: Your profile information including your contact information and individual email address. (Level 1 & 2)
Search an Agent: Search for any agent attached to this agency. (Level 1 & 2)	Active Consumers: Consumers who have an active case within CalHEERS and are delegated to an agent in the Agency. Look up their plan, eligibility status, household details plus more. (Level 1 & 2)	Location and Hours: Update information for hours of operation and business address. (Level 2 only)	Approval Status: Record of your status with delegation code required to create an account in CalHEERS. (Level 1 & 2)
Add a New Agent: Create a new profile for an agent. Part of the onboarding process. (Level 2 only)	Transfer Consumers: Assign a consumer(s) to a different agent for handling of their case. (Level 2 only)	Document Upload: Upload documents. (Level 2 only)	Status: The status given by Covered California for your acceptance as an Approved Admin Staff. (Level 1 & 2)
	Start a New Application: Begin the online health application for a consumer. (Level 1 & 2)	Agency Certification: View agency status. (Level 2 only)	